Assistant Information Systems Analyst (LEAP)
Agency Code: 7500   Exam Code 2PB06
Class Code: 4687-106

Department(s):	**All Departments Statewide**
Bulletin Release Date:	**1/22/2013**
Final Filing Date:	**Continuous**
Type of Examination:	**SERVICEWIDE-OPEN**
Salary:	**MONTHLY-RANGED-SALARY - $3,106.00 to $4,903.00**
Tenure/Time-base:	**Limited Term Full-time**
	Limited Term Part-Time
	Limited Term Intermittent

INTRODUCTION

The Limited Examination and Appointment Program (LEAP), under the authority of Government Code Sections 19240-19243.4, provides an alternate means of assessing the qualifications and skills of job applicants with disabilities.

Taking this LEAP exam, which is also known as a Readiness Evaluation, is the alternative method that an applicant with a disability can use to become employed with the State of California.

An applicant must have LEAP certification from the Department of Rehabilitation (DOR) to be able to take this Readiness Evaluation. To learn about LEAP certification, go online to DOR's website and access the DOR LEAP certification page.

More information about LEAP and Readiness Evaluations (exams) is available online at the California Department of Human Resource's (CalHR) website on this webpage.

This bulletin contains detailed information for taking the Readiness Evaluation for Assistant Information Systems Analyst (AISA), LEAP.

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Those who meet **all** of the following criteria:
1) Individuals with a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities, **and**

2) Individuals with a Limited Examination and Appointment Program (LEAP) certification from the California Department of Rehabilitation, **and**

3) Individuals who have not taken this examination in the past 18 months; **and**

4) Individuals who meet the minimum qualifications as stated on this examination bulletin. Contact the California Department of Rehabilitation to find out how to obtain LEAP certification.

(916) 558-5409 (Voice)
(7-1-1) California Relay Service
wdsinfo@dor.ca.gov – e-mail address

FILING INSTRUCTIONS

Final Filing Date: This examination is available online on a continuous basis.

Where to Apply: This exam can be accessed by clicking the link at the bottom of this bulletin.

Testing Period: You may take this Readiness Evaluation (online exam) once every eighteen months. LEAP Referral List eligibility expires 24 months after it is established. 24 months after taking this exam, competitors must then retake this Readiness Evaluation to reestablish eligibility.

SPECIAL TESTING ARRANGEMENTS

Contact us if you have a disability and need special testing arrangements.

California Department of Human Resources
Examination and Selection Services Section
1-866-844-8671
California Relay Service (7-1-1)
Telecommunications Device for the Deaf (TTY) (916) 654-6336

TTY is a telecommunications device that is reachable only from phones equipped with a TTY device.

LEAP ELIGIBLE LIST INFORMATION

The names of individuals who successfully complete this Readiness Evaluation are merged onto a LEAP Referral List for Assistant Information Systems Analyst, LEAP. Candidates that pass this Readiness Evaluation will have LEAP Referral List eligibility that lasts for 24 months. All State departments may use these Referral Lists to select candidates for vacant positions. After passing this Readiness Evaluation and being placed on the Referral List, a candidate can apply for Assistant Information Systems Analyst vacancies.

LEAP Referral List eligibility expires 24 months after it is established. Competitors must then retake the LEAP Assistant Information Systems Analyst Readiness Evaluation to reestablish list eligibility.

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

ASSISTANT INFORMATION SYSTEMS ANALYST

Either I

One year of experience in the California state service performing duties comparable to an Information Systems Technician (Range C), a Computer Operator (Range C), or a Programmer I (Range B).

Or II

One year of progressively responsible analytical experience in performing a variety of information technology systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with information technology systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks, including independent analysis in one or more of these areas.

Or III

Completion of at least 60 semester or 90 quarter units at a recognized college or university, of which 12 semester or 18 quarter units are comprised of information technology-related coursework.

POSITION DESCRIPTION

Under supervision, incumbents perform work of average difficulty in analytical studies for the support, development, installation, implementation, or procurement of information technology systems, and teleprocessing networks and/or systems.

EXAMINATION INFORMATION

READINESS EVALUATION – Weighted 100%

This Readiness Evaluation will consist solely of a questionnaire that examines the training, experience, and education that you have previously attained. Your answers will determine whether you meet the minimum qualifications for this class title and whether you can be eligible to apply for vacancies. An applicant that earns a score of 70% or above will be placed on the LEAP Referral List and will have eligibility to apply for LEAP AISA vacancies. Completion of the Readiness Evaluation provides an instant score.

[The Training and Experience portion of this Readiness Evaluation may be reviewed here.](#)

KNOWLEDGE AND ABILITIES

Knowledge:

- Knowledge of various operating systems of a personal computer (PC).
- Knowledge of personal computer troubleshooting techniques.
- Knowledge of word processing software (e.g. Word, Word Perfect).
- Knowledge of spreadsheet software (e.g. Excel, Lotus).
- Knowledge of electronic messaging software (e.g. Outlook, Instant Messaging, GroupWise).
- Knowledge of customer service and customer support principles in an Information Technology (IT) environment.

- Knowledge of basic personal computer/client workstation applications and operating system software.
- Knowledge of general computer architecture (CPU, memory allocation, peripheral devices, I/O, etc.).
- Knowledge of basic arithmetic techniques (including addition, subtraction, multiplication, division, decimals, percentages, and fractions) to calculate numerical data.
- Knowledge of problem-solving techniques and processes.
- Knowledge of basic customer technical support standards, protocols, and procedures, including tracking procedures and security devices.

Abilities:

- Ability to interpret and analyze numerical data accurately.
- Ability to determine the accuracy of various mathematical calculations.
- Ability to identify problems, including cause and effect, to ensure problems are properly addressed.
- Ability to identify solutions to various Information Technology (IT) environment- related problems.
- Ability to analyze and evaluate data and information to formulate conclusions and courses of action.
- Ability to provide technical assistance to individuals to resolve issues and/or problems.
- Ability to troubleshoot and respond to general IT service requests (Level/Tier 1).
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions.
- Ability to analyze and evaluate situations to determine appropriate courses of action.
- Ability to adapt to changes in priorities, work assignments, and other interactions.
- Ability to prioritize work assignments and/or problems, and solutions to ensure completion within established timeframes.
- Ability to work on multiple projects and/or assignments simultaneously.
- Ability to perform job tasks during stressful working conditions (e.g. tight deadlines, heavy workload).
- Ability to adhere to established policies and procedures.
- Ability to work cooperatively and productively as a member of a team to achieve a common goal.
- Ability to interact tactfully and diplomatically with a variety of audiences, including frustrated, angry, or otherwise emotional individuals.
- Ability to establish and maintain effective working relationships with others.
- Ability to interact with, and effectively relate to, individuals from all levels of an organization.
- Ability to listen to others, facilitate open exchange of ideas, and provide for effective communication.
- Ability to collaborate with others regarding project issues and status.

- Ability to work with others to identify problems to seek improvements in Information Technology (IT) and other work processes.
- Ability to effectively and accurately communicate information orally.
- Ability to provide technical and descriptive documentation.
- Ability to read and interpret charts, diagrams, and graphs.

VETERANS' PREFERENCE POINTS

Veterans' Preference Points will be added to the final score of all competitors who are successful in this examination, and who qualify for, and have requested, these points through CalHR. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference Points.

CAREER CREDITS

Career Credits will not be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

CONTACT INFORMATION

If you have questions regarding this announcement, please contact:

California Department of Human Resources:
Examination and Selection Division
1515 S Street, North Building, Suite 400
Sacramento, CA 95811-7258

1-866-844-8671
CA Relay Service: (7-1-1)
Telecommunications Device for the Deaf (TTY) (916) 654-6336

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DISCLAIMER

You may review the California Department of Human Resources class specification for Assistant Information Systems Analyst here.

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov, and at local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the LEAP Referral List. Your results in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will have eligibility to apply for vacancies for the class title of Assistant Information Systems Analyst.

CalHR reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available online by clicking here or the Department of Veterans Affairs.

TAKING THE EXAM

When you click the link below, you will be directed to the Readiness Evaluation (exam). At the end of the Readiness Evaluation, it will be instantly scored.

Click here to take the LEAP AISA Readiness Evaluation.